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**New Camarillo Library**  
**Community Library Plan of Service**

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# **NEW CAMARILLO LIBRARY**

## **PLAN OF SERVICE**

### **OVERALL EXECUTIVE SUMMARY**

The Plan of Service for the New Camarillo Library flows from the Needs Assessment, which bears out comments that staff has been hearing for many years. The community has grown in both size and complexity since the current library opened in 1974. A new, larger building is needed, with services and space for the service area's population, estimated to reach 95,000 by the year 2020. The new library needs to be accessible to all area residents, to have adequate parking, and to meet the needs of the community.

The Needs Assessment tells us that the residents of Camarillo want a library with space for studying, sitting and reading, children's programs, community meetings and programs, the latest and best technology, and for an adequate collection of books and other library materials.

Camarillo residents want a library that emphasizes service to children and youth while serving residents of all ages. They want a library that dedicates space to homework help and small group study, and provides a place for a variety of programs and community meetings, a library that has adequate space for staff, and can accommodate a Friends of the Library bookstore.

### **COLLECTIONS**

Many participants in the Needs Assessment mentioned the inability to find needed books and information at the present library. This is a function of inadequate funding over many years and of space. Funding for increased collections in many media has been a focus for the last three years, and the collections are beginning to improve, but lack of space hampers the effort to provide updated and adequate resources: space is at such a premium that staff feels one book must be discarded for every addition to the collection.

### **SEATING/AMBIENCE**

The current library is cramped, dark, and inadequate for studying and reading. There are only 101 reader seats. The lighting in much of the library is so bad that it is difficult to read anything, let alone a book, magazine, or document with small type. Chairs are uncomfortable, and there are times when every chair at every table is full. People are uncomfortable with this level of crowding. As one participant in a focus group said, "the library is a place you have to go, not a place you want to go."

### **SENIOR CITIZENS AND SPECIAL NEEDS GROUPS**

The current library is neither ADA compliant in all areas nor comfortable for use for many elderly and/or physically challenged users. Restrooms, doors, and flooring all need to be updated to meet the needs of these populations, and all would appreciate comfortable and convenient seating.

## **CHILDREN'S AREA**

The space for children's services is particularly poor, in a city full of families and children. The whole children's area comprises only 408 square feet, literally a corner of the main public space. There is no room for comfortable seating for either reading or studying, no place for parents or caregivers to read to children, no room for the expanding collection, and no room for children's programs. All programming currently takes place in the Adolfo Room, the existing community room, which was not designed for this purpose.

## **YOUNG ADULT AREA**

A designated area for teens is badly needed, with appropriate materials, computers, and sitting and reading areas, plus room for group study.

## **HOMEWORK CENTER/TUTORING REFERRAL**

The need for a Homework Center/Tutoring Center came out of the Needs Assessment process: students, parents, teachers and school administrators all mentioned the need for homework help for many students in the community. While Camarillo schools overall have high grades and test scores, there is a significant number of students who are not performing well. There are also many children who need a safe place to go after school and, while the current library has always served as that space, a homework center and specific space for children would increase the desirability of the library as a place to go.

## **COMPUTERS AND TECHNOLOGY**

Technology in the New Camarillo Library will aid both staff and customers. Many more workstations will be available for customer use, on both floors, in the children's and teen areas, in the homework and literacy centers, and in a technology teaching area. Videoconferencing and multimedia accessibility will make the community room and conference room more useful and attractive for a wide range of purposes and programs.

## **LITERACY**

An expanded literacy program for the changing face of the community would be well-received, according to the focus group participants. Expanded room for tutoring is badly needed, as is room for a family literacy program.

## **MEETING ROOM**

The current community room is far too small for the range of programs desired by community residents.

Camarillo residents want a comfortable new library with room and services for people of every age. They want a library accessible from all areas of the city with good open hours, ample parking, and high visibility. The New Camarillo Library will become a community focal point and gathering place, a place everyone *wants* to go, rather than a place they *have* to go.

# **NEW CAMARILLO LIBRARY**

## **PLAN OF SERVICE**

### **I. MISSION STATEMENT**

#### **Vision**

We see Ventura County libraries as the gateway to the world of information and ideas, open to all, and a source of community pride.

#### **Mission**

The purpose of the Ventura County Library is to meet the general reading, life-long learning and informational needs of the people of Ventura County, with special focus on children, youth, and families.

Service-oriented staff provides guided access to resources, using appropriate technology.

Each library is responsive to the unique needs of its local community, while participating in the efficient use of shared resources.

### **II. GOALS AND OBJECTIVES, ROLES AND SERVICE INDICATORS**

The Camarillo Library aims to be the information and learning center for the city of Camarillo and the rest of the service area, the premier family information center for the city and its environs.

The over-riding goal of the service plan for the new library is to create a place that everyone in the city/service area wants to visit! To create a wonderful, beautiful, comfortable and welcoming library that is woven into the civic and cultural fabric of Camarillo, and does indeed offer something for everyone: the true heart of the city, in the words of a longtime Friends of the Library member.

We fully expect to see an explosion of community activities related to the new library, from clubs who will find a comfortable, accessible community room for their meetings and events, to the development of new ventures, such as book clubs and shared tutoring. The new library will be a catalyst for community.

#### **A. Basic Literacy**

Through the Ventura County Library's Reading Program for Adults and through the cooperative agreement with the Pleasant Valley School District, the library will address the basic reading needed to perform essential daily tasks, as well as the reading levels necessary for success in

school. This goal responds to the Needs Assessment concerns for more literacy and language assistance programs.

1. **Goal:** To increase the reach and scope of the current library literacy program.
2. **Objectives:**
  - To have 30 learner/tutor pairs working within the first year of operation.
  - To have 40 learner/ tutor pairs working within the second year of operation.
3. **Service Indicators:**
  - Number of tutors trained and number of sessions completed.
  - Number of learners and number of sessions completed.
  - Circulation of literacy resource materials.
  - Percentage of program participants who responded to a survey that the service made a difference to them.

## **B. Commons**

Even in a networked, electronic environment, people need special places where they can be with others and meet and interact with others. Libraries have proven to be very successful in meeting this community need and the New Camarillo Library will be that place for the whole Camarillo library service area. This goal responds to the needs expressed for more space, more seating, a community meeting place, and space for meetings and presentations.

1. **Goals:**
  - To provide adequate room for a wide variety of meetings, forums, and presentations.
  - To be the place where the whole community meets.
2. **Objectives:**
  - To make available via sign-up and book at least:
    - 5 meetings per week in the first year of operation.
    - 7 meetings per week in the second year of operation.
  - 1,000 people per day visiting the library.
3. **Service Indicators:**
  - Number of community programs scheduled per week.
  - Attendance at all programs.
  - Door count.

## **C. Community Referral, Consumer Information, General Information, Government Information**

Through traditional reference and referral, as well as by the use of electronic databases and web resources, the New Camarillo Library will meet these roles. This goal responds to the need for up-to-date information.



1. **Goal:** To answer the information needs of the community.
2. **Objectives:**
  - To answer, or refer, 1,000 questions per week in the first year of operation.
  - To answer, or refer, 1,200 questions per week in the second year of operation.
3. **Service Indicators:**
  - Number of reference questions asked at desks.
  - Tracking of 24/7 reference database questions for Camarillo service area.
  - Percentage of reference resource users who indicate on a survey that the answers located met their needs.

#### **D. Current Topics and Titles**

The library has greatly improved its collection of new materials over the last several years and is poised to continue supplying community residents with the new books and up-to-date information they need about popular culture, social trends, and for recreational reading. The new library will be able to display new materials effectively, merchandising them successfully. The building, and the collections it contains, will be organized effectively, for ease of use.

This role relates not only to adult use of the library, but to young adults and children. Programs, such as author visits, and readers' advisory will also be part of this role. This goal responds to the need for new books for all ages and for programming related to books, authors, and literary topics.

1. **Goal:** To fill the informational and recreational reading needs of the community.
2. **Objective:** 90% of requests filled within two weeks.
3. **Service Indicators:**
  - Request fill rate.
  - Circulation of new books.
  - Circulation of new materials in other media.
  - Number of readers' advisory questions.
  - Use of readers' advisory databases.

#### **E. Lifelong Learning:**

The New Camarillo Library, through its improved collection, programming, and services for all ages, will address residents' desire for self-directed personal growth and developmental opportunities. By providing a comfortable, attractive place to read and learn, the library will be answering the needs of seniors and those with special needs, in regard to this goal. This goal also relates to the need for new books and up-to-date information. It also responds to the community need for a comfortable, spacious place to read and study.

1. **Goal:** To provide the necessary resources and referrals for a wide variety of adult pursuits in terms of self-directed learning and growth.
2. **Objectives:**
  - To provide needed materials, 85% of the time.
  - To provide at least one program per quarter, which meets the needs of self-directed adult learners.
3. **Service Indicators:**
  - Percent of people who use the library who indicated on a survey that materials were useful to them in terms of lifelong learning.
  - Attendance at selected programs.

## **F. Homework Center**

This goal responds to the often-expressed need for homework help and tutoring referral.

1. **Goals:**
  - To help school-age children get better grades and feel better about themselves and their participation in school, through the use of volunteer tutors.
  - To offer a central spot to fill the needs of both those who want to tutor and those who need tutoring.
2. **Objectives:**
  - 20 children weekly signed up for the Homework Center in the first year of operation.
  - 30 children weekly signed up for the Homework Center in the second year of operation.
3. **Service Indicators:**
  - Number of children visiting the Homework Center
  - Reports from teachers concerning children using the Homework Center.

## **III. TYPES OF SERVICES TO BE OFFERED**

### **A. Community Room**

The Adolfo Room is drafty, cold, and uncomfortable. The room capacity is posted as 120, but that number only works when the audience is mostly seated on the floor. With adult audiences, a more reasonable capacity number is 60. Camarillo is a city with a number of active civic groups, such as Rotary, Kiwanis, AAUW, American Legion, Camarillo Beautiful, Chamber of Commerce, Toastmasters, Jaycees, Moose, Optimists, Lions, Soroptimists, Jewish Women International, and the Meadowlark Service League, a women's service organization, plus a number of art groups and performing arts organizations, such as Nightingales, a women's chorus, Pleasant Valley Historical Society, Camarillo Community Theatre, and the Camarillo Art Center.

Many of these groups have expressed an interest in using the community room at the New Camarillo Library. It is planned to seat 200, which number came out of the Needs Assessment, and is adequate for forums, lectures, readings, performances by choral or theater groups, and a wide range of community meetings.

**Implementation:** The Community Room will be available through booking during all hours the library is open and by arrangement when the library is closed. The Building Program and architectural plans place the Community Room outside the entrance to the library, so that it may be used in this way.

Staff and volunteers, such as the Friends of the Library, will arrange some programming for the Community room, but most meetings and programs will be the result of use by various, and varied, community groups.

## **B. Programming**

### **1. Youth Services**

The library offers a number of programs for children and their families. Every week there are three types of story times, presented by staff and a cadre of trained volunteers: preschool story times for 3-5 year olds, story times for 2 year olds, and an evening story time for ages 3-7.

Special programs for children are also presented, often in conjunction with the popular summer reading program. These have included musicians, animal visits, magicians, puppet shows, and special storytellers.

In partnership with the Ventura County Arts Council, a poetry slam for teens was recently held at the library, during Arts Month. Special events for teens will be part of future programming.

### **2. Adults**

Partnering with the Friends of the Camarillo Library, the library has sponsored at least one major adult program per year. Last year's event featured local artist George Stuart, speaking about the research that goes into the creation of his historically accurate ¼ size figurines. This program was too large for the current library meeting room, the Adolfo Room, and was held at the Camarillo City Hall council chambers, where it drew over 200 people.

**Implementation plan:** Staff and Friends of the Library will continue to explore the possibilities for programming for adults and children at the New Camarillo Library. The Needs Assessment process leaves little doubt that a number of community organizations will become partners for potential library programs, or will use the library for cultural and educational programs not possible at the current site.

Staff and a cadre of trained volunteers will present story times and other programs for children and youth.

The planned children's area will provide a comfortable space for a variety of story times, while programs with greater attendance can be held in the Community Room.

The Community Room will be available for booking all hours the library is open, and will also be available, by arrangement, during hours the library is closed.

### **C. Hours of Service**

The current library schedule is:

Monday	10:00 – 9:00
Tuesday	10:00 – 9:00
Wednesday	10:00 – 9:00
Thursday	10:00 – 6:00
Friday	1:00 – 5:00
Saturday	10:00 – 5:00
Sunday	1:00 – 4:00

This schedule adheres to the designation of the Camarillo Library as a “large” library within the Ventura County Library system. Large libraries were allotted 55 open hours per week, with the consent and approval of the local jurisdiction. This schedule was decided on as the best for the community served by the Camarillo Library.

In order to accommodate the increased number of people expected to use the new library, and to make the library hours more accessible and equitable, the New Camarillo Library will be open:

Monday	10:00 – 9:00
Tuesday	10:00 – 9:00
Wednesday	10:00 – 9:00
Thursday	10:00 – 9:00
Friday	10:00 – 5:00
Saturday	10:00 – 5:00
Sunday	10:00 – 5:00

**Implementation plan:** Open hours at the New Camarillo Library will be maintained through an agreement between the city and the county library. All collections and services will be available during open hours.

Volunteers will be scheduled for work during open hours. Most programming will take place during open hours, though the Community Room will be available, by arrangement, for use during hours the library is normally closed.

## D. Staffing

The staffing plan for the New Camarillo Library includes:

- 1 library manager at either the Senior City Librarian or Principal Librarian level.
- 1 children's librarian, at the Librarian Specialist level.
- 2 reference librarians, at the Librarian level.
- 1 automation aide, at the Library Technician II level.
- 6.5 Library Technician I, to perform various duties such as circulation. The Homework Center coordinator/coach will also be a Library Technician I.
- 1 circulation supervisor, at the Office Assistant IV level.
- .5 literacy site coordinator, a Staff Services Specialist.
- 6.75 Pages.

**Implementation plan:** The staffing needs of the New Camarillo Library will be maintained through an agreement between the city and the county library. Staff and volunteers will be available during all hours the library is open.

## E. Literacy

The Camarillo Library is a site for the Ventura County Library's literacy program, the Reading Program for Adults. Tutors work at this library 2 days per week, using the community room, the Adolfo Room, as their tutoring site because of lack of space and privacy in the library proper.

A Literacy Center will be established to respond to the large number of local residents who need help in improving their literacy skills. This will be part of the Camarillo Library Learning Center, and the joint programming with the Pleasant Valley School District schools. Trained tutors will provide one-on-one sessions for learners, in a comfortable, private environment. Dedicated workstations, loaded with specialized software will be available in this area. Books and other materials to support the literacy program will be provided for in-house use and for circulation.

The new library will contain small study rooms which will be available to literacy program participants. If participation in the program expands, the Reading Program manager plans to recruit and train more volunteers, perhaps utilizing the residents of Camarillo's large senior community, Leisure Village.

In addition, the Reading Program maintains a contractual relationship with a Camarillo business, Zebra Technologies, which allows its staff to use company time for tutoring other staff who need help in improving their functional literacy. This program is expected to continue, but may also expand when a new library is built. Management at Zebra Technologies has been extremely supportive of this innovative program.

Residents at the RAIN project, the county's transitional living project, also find help through the library's Reading Program for Adults. This project is scheduled to move to another site in Camarillo, and the library-based program could expand at that time to accommodate the RAIN residents.

**Implementation plan:** The manager of the library's literacy program, the Reading Program for Adults, will continue to oversee the literacy program at the New Camarillo Library and will continue to recruit volunteer tutors for the program and maintain a database of tutors and learners.

The site supervisor for the program will work at the library with tutors and learners. Opportunities for expanding the program, and including a Family Literacy component, will be sought.

The Literacy Center will be available for self-help use during all hours the library is open; tutor/learner sessions will be scheduled by participants in the program. Books and other support materials for the program will be available during all hours the library is open.

## **F. Reference**

Trained staff at the Camarillo Library will continue to connect customers with the resources they need to answer their questions and solve their problems. In addition to a collection of reference books on site, online resources are heavily used by staff and customers.

The library also subscribes, through the Gold Coast Library Network, to 24/7, the online reference service developed by the Metropolitan Cooperative Library System.

Training for the public in the use of online reference resources is also planned.

**Implementation plan:** Trained staff will be scheduled to work the reference desk and offer reference service during all hours the library is open. The reference materials collection will support this service, as will online resources. All staff will have a part in helping library visitors find the materials they need.

## **G. Collections**

The library is in desperate need of room for existing collections, and for new materials and new collections. Existing shelving is loaded, using top and bottom shelves extensively. As new collections, such as books on tape and books on CD, have begun to be purchased, shelving has been added, but in a piecemeal fashion, depending on available space, so there is no logic to the arrangement, or ease of access. Space and shelving in the building program at the New Camarillo Library has been planned to allow for the existing collection, and for growth of both traditional media, such as books and magazines, and for the addition of new collections, such as software.

Circulation will improve at the new library, not only due to increased number of customers, but due to visibility and accessibility of the collection.

The New Camarillo Library will present an opportunity for an expanded, more comprehensive collection. The opening day collection will have many new materials to provide the expected crowd viewing the library with materials to meet their needs. The collection development growth plan provides benchmarks for the size of the collection, percentages of children and children's

collections as well as the size of the audiovisual and international language collections. The Ventura County Library's collection development policy will provide the foundation for this plan. Supplying materials to meet the needs of the diverse population of the Camarillo service area will be the goal of collection development.

1. **Adult nonfiction**: will focus on materials that promote lifelong learning for all ages and help students supplement their educational resources. A broad spectrum of political, philosophical and ideological points of view will be represented. Areas of concentration will include health/medicine, current events, how-to/home improvement, self-help, career, science, arts/crafts, history and travel.

2. **Reference collection**: will contain materials to help library customers meet their immediate information needs: types of materials include encyclopedias, almanacs, dictionaries, atlases and biographical information. Licensed online databases that help library customers find requested materials in an efficient manner will also be available.

3. **Business collection**: will contain materials to meet the needs of the business community, including local business owners, investors, and students: areas covered will include investment, real estate, business planning, finance, marketing, accounting, and management. In addition to reference and circulating books, other formats will be available, including newspapers, magazines, specialized business services, online database, videos, and audio books.

4. **Fiction**: will include current popular titles, well-reviewed new fiction, older titles that are still requested and multiple copies of the classics of world literature. Genre collections in mystery, science fiction, western, and short stories will also follow the above guidelines.

5. **Large print**: for adults and young people who are visually impaired, will be available. Other collections that help meet the needs of library customers with disabilities will include videos with text on the screen for the hearing impaired, videos with narration for customers with visual impairments, and collections that meet the needs of a variety of learning disabilities. The Braille Institute will be asked to provide a collection of their materials and equipment.

6. **Local history**: will be emphasized. There will be materials on Ventura County history with an emphasis on Camarillo history. In addition to books, other materials may include maps, microfilm of older newspapers, and photographs. A partnership with the Pleasant Valley Historical Society to provide display space for some of their documents would be advantageous and will be pursued.

7. **International language collection**: will mainly contain materials in Spanish. Materials purchased will include a variety of nonfiction titles focusing on health/medicine, self-improvement, parenting, how-to/improvement, citizenship, and learning English. A selection of fiction titles, including popular English titles translated into Spanish, as well as notable authors writing in Spanish, will be available. Bilingual materials with both English and Spanish text will also be purchased, as well as reference titles in Spanish. Audiovisual materials including audio books, videos and CDs will also be part of this collection. Other international languages will be acquired as needed.

**8. Magazines:** A variety of popular magazines will be offered to provide current information to library customers with diverse interests and ideologies. Back files of magazines will be kept, as space and interest permits. Online full-text indices to help customers locate information in journals will be available.

**9. Newspapers:** will be purchased to help provide local and national news. In addition to local county newspapers, the newspapers of nearby communities and notable national newspapers will also be purchased, many online. Microfilm of the local newspapers will also be part of the collection.

**10. Audiovisual materials:** in a variety of formats will be purchased. Types of formats will depend on current demand and technology. At the present time, the types of materials that will be part of the collection include audio books, books on CD, videos, DVDs, music on CD, CD-ROMs, and electronic books.

**11. Children's collection:** will include fiction and non-fiction books, magazines, puppets, audio books in cassette and compact disc formats, CD-ROMs, videos, DVDs, and materials in international languages. The fiction area will include picture books, easy readers, and hardcover and paperback novels. Multiple copies will be purchased to fill the need for these items. More titles for the annual speech tournaments, Christian titles, and paperbacks will be purchased. The non-fiction section will have strong history, current event, science and biography collections.

Basic reference and curriculum support materials will be needed for the Homework Center.

Audiovisual materials collections, such as audio books, videos, and DVDs will be expanded to fill the growing need for these materials. New educational videos and DVDs will be added to the collection. The current collection of videos will be weeded for high use and replacements purchased. Additional magazine subscriptions for both children and young adults will be purchased with special attention to those requested by these age groups. The international language collection will be improved, with emphasis on Spanish Language materials.

**12. Young adult collection:** will consist of popular fiction, graphic novels, paperbacks, audio books and compact discs, videos, DVDs, and magazines. The area should also include a section of non-fiction that reflects the information needs and interests of this age group.

**Implementation Plan:** Many staff will have a part in developing the collection at the New Camarillo Library, as this responsibility is divided according to interests, knowledge of various subjects and genres, and training. A variety of media are used to determine demand for and suitability for the collection.

Collections will be available during all hours the library is open. All staff will have a part in helping library visitors find the materials they need.



## **H. Camarillo Library Learning Center: A Homework Center/Tutoring Referral Center**

Camarillo is concerned about its children. Whether parents, grandparents, friends or neighbors, city residents care about children's activities and opportunities. A constant concern is what children do in the hours between the end of the school day and the arrival of parents at home. With many parents commuting or working long hours, communities strive to offer options for children during these hours.

Questions about after school activities were raised by many focus group participants during the Needs Assessment process; this is a concern that cuts across all age groups. Parents, teachers, school administrators, business people and students themselves were all interested in a homework and tutoring center that would be available at the New Camarillo Library through a partnership with the Pleasant Valley School District.

The Ventura County Library currently operates homework centers at seven libraries; another has received a grant enabling access to online homework help. Camarillo has always been a possibility for a homework center, but the existing library simply does not have enough room for this service.

Through the Needs Assessment process, and in conjunction with the Pleasant Valley School District, various joint venture possibilities have been explored. The most popular, always, has been a homework center at the library. Local elementary schools offer a limited amount of homework help, mainly tutoring in specific subjects, but their libraries are closed after school.

The need for tutoring also was raised by many focus group participants and others at community meetings. Teachers, school administrators, and library staff have all received many requests for tutoring referrals. There is a need for help for students who are performing poorly, and also a need for older students who have community service projects in mind, whether for college applications, high school credit, or for their clubs and organizations.

This component of homework help was kept in mind in developing the homework center for the new library. A self-help tutoring referral area is planned, with a bulletin board and plasma display, where prospective tutors and tutees may post information. This information would also be available via the Camarillo Library's web site, part of the county library's site.

As part of the Homework Center service plan, library staff will work closely with Pleasant Valley School District staff. The library will supply the center coordinator, space, furniture, supplies, and computers, plus volunteer recruitment and training. The school district will provide a full collection of textbooks, in-service training for center volunteers, outreach, and volunteer recruitment and referral.

The Center's materials collection will be available to participants, and some items are also expected to circulate, such as educational videotapes and software. Electronic resources will also be available through Internet access on the Homework Center's computers.

The Center will be available for self-help use during the hours the library is open. A dedicated staff member and volunteers will be in the Homework Center after school on weekdays, and in the early evening.

An additional component of the service plan is staff development. Ventura County Library staff has conducted successful in-service workshops for staff at the Ventura County Superintendent of Schools office and for the Ojai Unified School District. These workshops will be the model for the Pleasant Valley School District training: storytelling, readers' advisory, and collection development.

The library's Automation Manager will conduct an annual workshop on databases useful for teaching and homework help, utilizing the technology training area planned for the new library.

**Implementation plan:** A part-time coordinator will be hired to recruit and train volunteers for the Homework Center, purchase materials (in conjunction with the children's librarian), promote the center to area schools through teachers' meetings and contact with parents. The coordinator will be expected to work closely with the Instructional Media/Technology Coordinator for the Pleasant Valley School District.

Homework center coordinators are expected to have a B.A. or B.S. degree (some current coordinators at other sites have teaching credentials). They receive training from Children's Services staff at the system level, then continue that training, on policies, procedures, liability issues, and statistics gathering, on site.

The school district will supply a complete set of textbooks for use by Homework Center participants, and the district's Instructional Media/Technology Coordinator will work closely with library staff in developing the Homework Center collection and resources. This collection will support the local elementary school district curriculum and will include textbooks, basic reference materials suitable for children, and additional materials in support of specific homework assignments.

The Homework Center will offer 10 computer workstations and 3 networked printers, in addition to seating for 8 students at tables, and a desk for the coordinator. Handicapped access will be available. These computers will be available only to Homework Center participants. The Homework Center will be available for self-help use during hours the library is open; it will be staff by the coordinator and volunteers during after school and early evening hours.

The county library's procedure at this time is to have children come in and sign a sheet, which lets the coordinator know they need help. Staff and volunteers can then ask students what they need and arrange to help them find that information, or to help them think through the assignment. This procedure may be used or modified at this Homework Center.

The Homework Center at the Camarillo Library will be promoted heavily through the partnership with Pleasant Valley School District, through fliers in the library and the community, and through the school and library web sites.

A cooperative agreement among the city of Camarillo, Ventura County, and the Pleasant Valley School District will establish the various areas of responsibility relating to the operations of the Homework Center.

## **I. Young Adults**

The quote cited in the executive summary, that the library is a place you have to go, not a place you want to go, is certainly true for teens. The building program for the new library includes a special area for young adults, a welcoming space for them that is their very own, and about which they will have a say. This area will be on the ground floor, near the Homework Center and the Computer Center, but separate from either. It will include comfortable seating for relaxing and reading, shelving for young adult materials, and a bulletin board to highlight local teen events and news. It will be close to the small group study rooms, which are expected to see heavy use by this age group.

Staff at the New Camarillo Library will explore the feasibility of a Teen Board, and will plan programs for and with this age group.

**Implementation plan:** Staff at the New Camarillo Library will purchase books, magazines, CDs, and other materials attractive to teens. Computers in the young adult area will be maintained by staff, and programming for this age group will be planned, perhaps in conjunction with a Teen Board.

The Young Adult area will be available during hours the library is open. Some staff may be assigned to help teens, but all staff will take part in directing teens to the area, and supervising the area.

## **J. More Seating**

The building program responds to many requests for more seating and different types of study and reading areas. The existing library is noisy, crowded, and dark. The New Camarillo Library will offer many seating options: comfortable chairs for reading, study tables and carrels, and small group study rooms. There is appropriate seating for children, their parents or caregivers, young adults, and adults of all ages.

**Implementation Plan:** Seating in various areas will be available during all library open hours. The Building Program specifies the number and types of seating that will be made available.

## **K. Friends of the Library Bookstore / Retail Amenities**

The existing library is crowded with chairs, tables, book stacks, and book trucks. The entry way is difficult to maneuver, holding as it does the circulation desk, an art exhibit, shelves for new books and videotapes, and an informational bulletin board. In addition, this is the only space where books can be put out for sale by the Friends of the Camarillo Library, who maintain their “cart sales” in this area. The entrepreneurial Friends, wishing to make more money for their beloved library, rented space in a shopping center in 2000. This separate bookstore has been very successful, but the building program reunites the Friends bookstore and the library, for a more harmonious and advantageous retail outlet. The Friends will be able to save the money now paid for rent, and many more people will connect the Friends and the library.

In addition to the Friends' bookstore, the building program includes a small refreshment area, which is planned as a cart or other small retail point of sale for coffee, soft drinks, and baked goods. This type of refreshment area, associated with books, has become familiar to many library users through their visits to the major bookstore chains, and is one of the most requested library amenities, by all age groups.

**Implementation plan:** The Friends of the Camarillo Library plan to continue their successful bookstore operation, and the refreshment concession will be operated by a contractor chosen by the city of Camarillo.

## **L. Staff Work Space**

In order to provide excellent service, library staff need excellent work space. At the existing library, 9 staff members are crammed into a small, congested room, a totally inadequate space. As a result, every desk is piled high, shelves and cupboards are crammed full, and staff are constantly bumping into each other as they attempt to navigate this space, to work, or to move to the outside service desks on schedule.

By providing 765 square feet of work space for staff, plus offices, plus adequate storage, the new library supports the service plan in all areas.

The plan also provides space for volunteers who assist the library with approximately 50 hours of work per week, exclusive of the Friends Bookstore. Volunteers shelve library materials, process new materials, answer the telephone, provide courier service to a retirement home, mend library materials, including audio books and videotapes, and plan and conduct two story times per week. The Camarillo Library has a long history of dedicated volunteers; one story time volunteer, a retired teacher and television producer, has been working at the library for 15 years.

Youth volunteers during the summer months register participants for the summer reading program, assist with special programs for children, and help with other tasks mentioned above.

**Implementation Plan:** Staff has had the opportunity to participate in the development of the Building Program and the conceptual design of the New Camarillo Library. The new building has adequate space for staff and volunteers.

## **IV. OVERALL PLAN OF SERVICE FOR THE LIBRARY JURISDICTION**

A service plan for the New Camarillo Library can only be understood in terms of the governance and funding structure of the Ventura County Library.

In 1992 the Ventura County Library suffered the loss of property tax in the ERAF (Educational Revenue Augmentation Fund) shift, the cancellation of SDAF (Special District Augmentation Funds), which had been coming to the library since shortly after the passage of Proposition 13 in 1979, and the cessation of any funding from the county's general fund.

This combined blow led to major layoffs and cutbacks in service; for three years no books or other materials were purchased at all. Years of instability and uncertainty culminated in the development of a Memorandum of Understanding in 1998, between Ventura County and the seven cities served by the county library, including Camarillo. The Memorandum of Understanding brings the operations and funding of the county library system under the oversight of a Library Services Commission made up of elected representatives from the county and the cities.

A permanent director for the county library was hired in 1999. Responding to Commission member requests for information, two retreats have been held, focussing on methods of library finance, and on goals and objectives for both the library and the Commission.

One of the basic principles of the MOU is return to source: each library receives the revenues from its own service area, and services have been planned on the basis of that revenue.

Administrative services for all service areas continue to be provided through the Ventura County Library administration and the county of Ventura. These include planning, budgeting and fiscal management, technology, public relations, volunteer services, payroll, benefits, purchasing, training, facility maintenance, acquisition of materials, general administration, and some youth and adult services, such as the summer reading program.

A draft "Business Plan" for the Ventura County Library has been distributed to the Commission, and approval is expected at an upcoming meeting. This simple plan was written by the library director, and is an attempt to delineate improvements in service that are within the reach of the jurisdictions involved in the MOU, and to give costs for those improvements so that choices can be made and goals developed by each jurisdiction. The plan also discusses desirable system-wide improvements.

The plan lays out service improvements for all sixteen libraries within the county system: for open hours, per capita spending on books and other materials, staffing and programs. The plan forms a template for each jurisdiction to use in working toward improved library service.

The Plan of Service for the proposed New Camarillo Library brings service levels to those proposed in the Business Plan for the Ventura County Library.

As the largest and most service-oriented library within the Ventura County Library system, the New Camarillo Library will be a flagship for the system and an inspiration to the other city participants in the Library Commission. A library that is meeting the needs of its community would be a model for the rest of the county.

If the library is not built, the residents of Camarillo will continue to be served through an outmoded, totally inadequate building.

Libraries are important civic buildings; they have a great deal to say about the community. Certainly, the limitations and inadequacies of library buildings have a direct impact on the ability to provide service to customers. It is immensely more difficult to provide decent service in a building that does not meet the needs of the community.

## **V. TECHNOLOGY: EXECUTIVE SUMMARY**

In the New Camarillo Library, technology will not only provide expanded services for library customers, it will enable staff to do a better job serving those customers.

Public Internet access at the current library site is severely limited by the building's inadequacies. The building was never planned with this service in mind, and was not designed to accommodate electronics. Considerable ingenuity has been required to make even a limited level of access possible.

Public access Internet users are jammed into a small area near the reference desk, with little or no privacy. Several focus group members commented that they are not comfortable using the library's computers, due to the closeness of neighboring users.

There is no room in the children's area to install any computers, so K-12 students must use the computer in the general public area, which is often not comfortable for them. No computers are dedicated to specific users, such as teens, K-12 students, literacy students, or those who seek basic computer literacy.

The current library has no room for dedicated computers for either literacy students or K-12 students. Development of the Camarillo Library Learning Center, with adequate space for technology, will enable students of all ages to have access to the resources they need. For K-12 students, the dedicated computers and educational software should lead to better grades and more confidence about schoolwork. For older students, for literacy learners, it will mean improvement in their life circumstances.

Electronic technology will serve to bring people together, one of the highest uses of this medium.

The New Camarillo Library will not only be designed with electronic access in mind, but computerized information, both the online catalog, specialized databases, and Internet access, will be available at many different points throughout the new building. User seats with wired access will also be available throughout; wireless access is being considered for this use.

The community room and smaller conference room will be wired for computer use with presentations, videoconferencing, and multimedia.

## **VI. TECHNOLOGY**

The Ventura County Library's Automation Department has a mission statement:

*Automation Services serves the computing needs of library staff and library patrons. The Automation Department seeks to maintain the technology in a timely manner so that our clientele can function efficiently. The Department will pursue innovative solutions and technologies to better serve our clientele.*

Prior to the year 2000, the county library's automation staff consisted of two technicians, one in charge of the online catalog, and the other in charge of everything else. There was a text-based web page which gave information about library policies. No technology planning had ever been done, and the county's Information Services Department provided support for the online catalog and for telecommunications.

In Camarillo, the Friends of the Library partnered with the city to install used city computers at the library, forming the Adolfo Online Center, a first for the county library at that time. The Friends provided technical support for the equipment, and docents to assist Internet users. This arrangement continued until 2001.

In that year, standards for library computers and other equipment were written, which precluded acceptance of a wide variety of used equipment. A number of PCs were purchased, and installation begun at various libraries. The Friends continue to provide new equipment, to library specifications, and docents as needed.

With the arrival of an Automation Manager in 2000, technology moved to the top of the agenda. A technology plan was developed, in line with the library director's goals and objectives. The library's web site was completely revamped, and the telecommunications backbone restructured and redesigned for networking capability, speed of use, and efficiency of maintenance. The role of the county ISD department with the library has been redefined. Equipment is now replaced on a timely, scheduled basis.

The Adolfo Online Center now offers 10 computer workstations for public access, but even with this number, there is demand for more. Waiting lists to use equipment are quite common, and staff estimate that all computers are in use 50%+ of the time. There are a total of 27 public use computers for different functions such as the OPAC, word processing, dedicated database access, as well as Internet access.

There are no dedicated computers for children's use or for teens, because of lack of space and the inability to add more cabling to a severely over-loaded building. The New Camarillo Library will provide computer use especially for children and for teens, in comfortable settings, so that they will not be intimidated by other users.

The Camarillo Library is now connected to the Ventura County Library's online cataloging and circulation system via a T-1 (128K) line through the county of Ventura's Information Services Department. Public Internet access is provided by VCNet, a local ISP. Plans currently underway will increase connection speed and more fully integrate this separate Internet access into the library system's data network.

The library home page has been revamped to offer both the catalog online in a graphical format and a number of electronic resources, including 24/7 reference service, plus a special component "Just for Kids," that includes booklists and popular and useful children's web sites. The library also offers an online book club via its home page. Staff wants to provide as many resources as possible to people who may not be able to visit the library or who need an answer to a question very quickly. Online resources extend the library's "open" hours and cut down on trips to the building, while extending staff resources to answer questions and provide service for people who choose to come to the building.

The Ventura County Library wishes to provide access via technology, to enhance the library's use, and to reach out to new customers. The web page and its services are promoted through bookmarks, press releases, and through the iteration of the URL on all printed materials.

The New Camarillo Library will make extensive use of electronic technology: PCs and networked printers will be available throughout the library: Both sit-down and stand-up workstations will be available in a small computer area on the first floor, in addition to workstations located in the stacks and in the children's and teen areas.

There will be a computer lab on the second floor, near the reference desk. This area is planned to contain 28 workstations, for Internet access, word processing, specialized databases, CD-ROMs, and the online public access catalog.

In addition, a technology training center with six workstations will be located on the second floor, for scheduled training for staff and the public. Heavy use of existing available computers has made it impossible for Camarillo Library staff to schedule any small class technology training, in spite of repeated requests.

The young adult area will have 4 computer workstations, and the children's area will have 12. Additional PCs dedicated to OPAC use will be located in adult fiction and nonfiction, in the magazines and newspapers area, in new books and videos, the audiovisual collection, and children's picture books.

All equipment will be spaced so as to allow users privacy in viewing. During the Needs Assessment process, several focus group participants reported their discomfort in using the library's computers due to the tight quarters in which they are currently housed. There is no space to arrange them in such a way as to allow privacy or discretion as to what is being viewed on the screen. Online catalog or Internet searches on sensitive personal, health, or financial issues must be performed in full view of others seated on either side, or walking directly behind computer users to find books. Privacy screens have proved only minimally effective.

The Homework Center will make use of PCs, software, videotapes and audiotapes, as well as print resources, for homework assistance. The coordinator and other adult volunteers will help children using the center to find good information via the Internet and online databases; in some cases, magazine articles can be sent to email accounts, so a database accessed at the library could provide a source which could be sent to a home account or to another student. Group study rooms will be wired to provide access for laptops and other electronic equipment. Children and parents may check out other resources to use at home.

In addition, other uses of technology will help the staff to better serve library customers. The self-check stations planned for the main circulation desk and the children's area will speed checkout, and increase customer satisfaction.

High demand for computer use means that a corresponding amount of staff time and energy is currently expended in managing this service. The library system is currently exploring various vendors of "time-out" and print management software, and expects to choose a vendor and install the chosen software in the coming fiscal year.



**Implementation plan:** The library will continue to support the network on which the New Camarillo Library's technology runs. A technology aide for this library will be hired via the contract between the city and the county, and will be trained by the library's Automation Department. Additional training will be provided to all New Camarillo Library staff on a timely basis. The library will continue to explore new technology, such as e-books, and new online resources.

- Technology aide hired 6 months prior to opening.
- Technology aide trained by Automation Department in 6 months prior to opening.
- Limited sign-ups for technology training classes offered when library opens
- Scheduled classes continue for first year after opening.
- Review and evaluate at technology deployment and use at 6 month intervals after opening.
- Continuously explore and evaluate new technology, such as new iterations of e-books, and new online resources.
- Continuously evaluate staff training; provide staff additional training whenever possible.

## **Automation Services Report**

### **June 2002**

The Automation Department continued to provide quality service to the libraries and their clientele in this fiscal year. The Automation Department focused on four primary goals this fiscal year: 1) replacing all dumb terminals with personal computers to give staff access to the Internet and the MS Office software, 2) completing the new network telecommunications structure, 3) installing receipt printers at circ desks, and 4) installing a graphical interface to the library's catalog.

The library's new network uses new T-1 circuits for high-speed data traffic. These new circuits, along with new hardware (routers, switches, computers), offer staff and public greater access to the world of data resources.

The new network equipment and software separates staff traffic, which is directed through the county's Internet, and the public traffic, which is directed through Automation Services' Internet link. The Library is participating in the County's Asset Management Program to discover all PCs and software on its 300+ computers.

The replacement of PCs is over 95% complete. Whenever possible, the older serial connections which connected the dumb terminals have been removed. The new PCs, and the redeployed PCs, have MS<sup>tm</sup> Office software for the staff, as well as Internet access.

Federal erate funding as well as the California TeleConnect Fund has provided discounts on the library's telecommunications.

The library's new web interface to its catalog was made available in January. The new interface allows patrons the ability to search the catalog, place holds, review their records, or expand their search to the Internet.

The Library of California's Region VII (of which Ventura County is part) made their Cat-A-Link Gold regional catalog available in February. A link from our catalog offers patrons the ability to search academic and public libraries within SLO/Santa Barbara/Ventura counties and make requests for items.

Web access to more subscription databases was added to the library's homepage ([www.vencolibrary.org](http://www.vencolibrary.org)); county citizens need their library card number to login.

A new 24/7 reference service was added to the home page for around-the-clock access to a reference librarian. Patrons can ask informational questions and a librarian will answer with relevant sources.

The Library changed its Collections agency to Unique Management, a company that specializes in working with libraries and maintaining patron goodwill.

## **Automation Plans 2002/2003**

Our Mission: Automation Services serves the computing needs of the library staff and library patrons. The Automation Department seeks to maintain the technology in a timely manner so that our clientele can function efficiently. The Department will pursue innovative solutions and technologies to better serve our clientele.

**1. Goal: Update Library technology plan.**

Objectives: keep plan current for state library, federal funding.

**2. Goal: Train staff.**

Objective: Set up regular training sessions on technology issues.

Update handouts on troubleshooting.

Use videoconferencing unit to provide training sessions.

Offer training in libraries around the county.

**3. Goal: Finish upgrade to telecom network. Work with ISD and other vendors as necessary.**

Objective: Create high speed data network to connect all libraries.

Separate staff and public traffic.

Add Asset management server and software to network.

**4. Goal: Replace integrated library system within 24-48 months.**

Objective: Investigate new systems.

Create task force to study new systems and report back.

**5. Goal: Install print management software.**

Objective: control printing costs at libraries' Internet workstations.

**6. Enhance library website.**

Objective: Work with subcommittee on new vision of home page.

Encourage use of library intranet for internal communications.

Upgrade web-based library.

Add more databases for access via the web for all county residents.

**7. Continue to work with Black Gold/ Gold Coast Library Networks.**

Objective: Work with Cat-A-Link regional catalog project.

Sponsor more videoconferences for region.